



1000 West Carson Street
Torrance, CA 90509

Date: February 11, 2016

NOTICE OF DATA BREACH

What Happened?	It was discovered by staff arriving to work on January 21 st and 27 th , 2016, that the Harbor-UCLA Family Medicine Clinic (licensed under Harbor-UCLA Medical Center) was burglarized. Video surveillance of the clinic indicates that the thefts occurred in the early morning hours on these dates. Doors to the clinic were forced open and a hole in the wall was created to gain access. Among the items that may have been stolen were Patients who visited the Harbor-UCLA Family Medicine Clinic between September 1, 2015 through January 26, 2016, may have been affected by the thefts of this information.
What Information Was Involved?	<p>A number of documents such as Department of Motor Vehicle applications for Disabled Person Placards or License Plates, General Relief application forms, Health Care Options Forms, and other similar documents containing patient information were stolen.</p> <p>Although the specific information taken in the theft has not been determined, there is a probability that the following types of patient information may have been contained in the stolen documents:</p> <ul style="list-style-type: none"> ●First and Last Name ●Home Address ●Social Security Number ●Phone Number ●Treatment History ●Medical Record Number ●Other ●Date of Birth ●Phone Number ●Driver's License Number ●Medical Report ●Patient's Diagnosis ●Medical Financial Information
What We Are Doing	<ol style="list-style-type: none"> 1. In both instances, the Los Angeles Police Department was immediately notified and is currently investigating the thefts. The Los Angeles County Department of Health Services (DHS) and Harbor-UCLA Medical Center are conducting an administrative investigation.. 2. Harbor-UCLA Medical Center has established a toll-free number for patients who may have questions or concerns regarding these incidents.

	<div>3. Documents are now logged prior to placement in the expandable file to include the date, type of form and patient name. The file is locked in a locked office at the end of each day and the log is locked separately.</div> <div>4. A security alarm system has been installed in the Harbor-UCLA Family Medicine Clinic.</div> <div>5. Security guard patrols of the facility have been increased to 24/7.</div> <div>6. Locks on cabinet doors will be installed.</div> <div>7. As required by State law, Harbor-UCLA will notify the California Department of Public Health. Because the documents stolen are unidentified, Harbor-UCLA Medical Center is posting a Substitute Notice on the Department of Health Services and the Harbor-UCLA Medical Center website. The Notice will also be posted in the Harbor-UCLA Family Medicine Clinic.</div> <div>8. Harbor-UCLA Medical Center will be reporting these incidents as part of the annual reporting to the U.S. Department of Health and Human Services.</div>																		
What You Can Do	<div>While DHS and Harbor-UCLA cannot confirm that the patient information has been used in an unlawful manner, there are steps patients can take to protect themselves. DHS and Harbor-UCLA encourages patients to review the content and accuracy of the information in their medical record with their medical provider.</div> <div>In addition, DHS and Harbor-UCLA encourages concerned patients to contact any of the three credit reporting agencies and set up a fraud alert.</div> <div>An individual or someone designated as the legal representative may request a credit report and/or place a fraud alert with credit bureaus. This action will monitor current accounts and ensure that no new accounts have been established. Federal law now allows individuals one free credit report a year from each of the three national credit bureaus: Equifax, Experian and Trans Union. Individuals have the option of requesting all three at once or requesting them individually, at different times throughout the year.</div> <div>In California, individuals can order a free credit report through the following toll-free phone numbers or websites:</div> <div><table><tr><th colspan="3">Credit Bureau Fraud Departments</th></tr><tr><td>Equifax</td><td>Experian</td><td>Trans Union Corp.</td></tr><tr><td>P.O. Box 740241</td><td>P.O. Box 9532</td><td>Fraud Assistance Division</td></tr><tr><td>Atlanta, GA 30374</td><td>Allen, TX 75013</td><td>P.O. Box 6790</td></tr><tr><td>(800) 525-6285</td><td>(888) 397-3742</td><td>Fullerton, CA 92834</td></tr><tr><td>Equifax.com</td><td>Experian.com</td><td>TransUnion.com</td></tr></table></div> <div>The credit bureaus will ask for the individual’s SSN and other personal information for identification purposes and to avoid sending the credit report to the wrong person. It is ok to give this information to the credit bureau. If an individual contacts the credit bureau, they will receive a letter from each bureau confirming the fraud alert and telling them how to order a free copy of their credit report. Follow the instructions in the letters to receive the free reports. Review the reports to make sure your personal information,</div>	Credit Bureau Fraud Departments			Equifax	Experian	Trans Union Corp.	P.O. Box 740241	P.O. Box 9532	Fraud Assistance Division	Atlanta, GA 30374	Allen, TX 75013	P.O. Box 6790	(800) 525-6285	(888) 397-3742	Fullerton, CA 92834	Equifax.com	Experian.com	TransUnion.com
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	<p>such as address and SSN are accurate. If there is anything you do not understand, call the credit-reporting agency at the telephone number on the report.</p> <p>If an individual finds out that information has been misused, or that an account has been falsely created using their identity, they should contact the local police department, personal bank and credit card agencies. It is also recommended to obtain a copy of the police report. The individual may need to give copies of the police report to creditors to clear up records. Even if the individual did not find any signs of fraud on the reports, it is recommended that they check their credit report every three months for the next year and call the credit bureau numbers above to order reports and keep the fraud alert in place.</p> <p>In California, individuals may place a security “freeze” on their credit file. There is no cost if a police report was filed for a victim of identity theft. Otherwise, the cost is \$10.00 for the credit freeze with each credit reporting agency. The freeze may be lifted to obtain credit with a specific creditor while the freeze remains in place. Unlike the fraud alert that expires after 90 days, the credit freeze remains in place until removed by the requestor.</p> <p>The following agencies can provide additional information about identity theft:</p> <ul style="list-style-type: none">• Federal Trade Commission: (http://www.consumer.gov.idtheft/)• Identity Theft Victim Checklist: (http://www.privacy.ca.gov/cover/identitytheft.htm)
For More Information	<p>If you have any questions or need additional information, please call us at: 1(844) 494-2348, Monday through Friday, from 8:30 A.M. to 4:00 P.M., and/or send an email to: HIPAA-HARBORUCLA@dhs.lacounty.gov.</p>